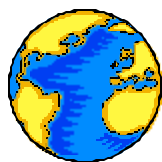




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## INS NAMES NEW DIRECTOR



Immigration and Naturalization (INS) Commissioner Doris Meissner announced the selection of Robert S. Coleman Jr. *(photo, left)* as the new Director of the Seattle District. Coleman has served as the Acting District Director for the Seattle Office since December, before that he was the Deputy District Director for Seattle.

"Mr. Coleman has demonstrated the professionalism and management skills required for success as an INS District Director. Immigration issues are playing a central role in Seattle's vitality. Mr. Coleman's leadership is a good match," said Commissioner Meissner.

As Acting District Director, Coleman coordinated INS' response to a number of recent critical situations, including the heightened terrorist threat that preceded Y2K and the smuggling of Chinese migrants in container ships. These recent incidents highlight the importance of the INS presence in the Northwest. As District Director, Coleman will be responsible for all INS operations within the Seattle District, which encompasses Washington State, 10 counties in northern Idaho, and pre-inspection responsibilities in Vancouver and Victoria, British Columbia.

"Mr. Coleman is a proven professional, and we're fortunate to have someone with his talents in this crucial district," said Johnny Williams, INS Regional Director.

"I am extremely happy to accept this position, I have enjoyed working the greater Puget Sound and Pacific Northwest community and am looking forward to building and maintaining relationships with those who want to work with INS," Coleman said. "One of my top priorities will be listening to our employees, community groups and others who want to make the Seattle District a model for the rest of the nation."

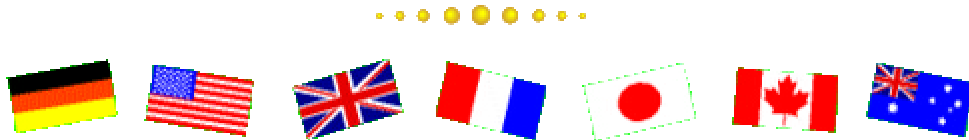
(continued)

Coleman, 43, began his career with INS as a Border Patrol Agent in 1980 in San Clemente, California. He was promoted in 1987 to Supervisory Border Patrol Agent in El Paso, Texas and in 1989 was assigned as the Patrol Agent in Charge in Fort Hancock, Texas. While stationed in Texas, he also served as the Acting Deputy Commander of the Border Patrol Tactical Unit (BORTAC). He additionally served as a BORTAC team leader for the Drug Enforcement Administration (DEA) in Bolivia.

In 1991, Coleman was assigned to INS Headquarters in Washington, D.C. where he worked for the Border Patrol, dealing

primarily with drug interdiction policy and operational issues. While in Headquarters, he was assigned to the Office of National Drug Control Policy (ONDCP) as a senior policy analyst in the High Intensity Drug Trafficking Area Program. He was also the INS Representative to the Office of Investigative Policies in the Office of the Deputy Attorney General. He was promoted to Deputy Chief Patrol Agent of the Spokane Border Patrol Sector in August 1994 and to INS Deputy District Director in Seattle in 1996.

Coleman is originally from Cheyenne, Wyoming. He was raised in Bordentown, New Jersey, is married and has a child.



## VISA WAIVER PILOT PROGRAM (VWPP)

Implemented in 1988, the VWPP permits nationals of designated countries to visit the U.S. without first obtaining a nonimmigrant visitor visa at an American Embassy.

Set to expire April 30, 2000, the VWPP privileges have been temporarily extended until May 30, 2000 to provide Congress the opportunity to consider legislation regarding the future of the program.

Over 50 percent of nonimmigrant

visitors who arrive at U.S. airports apply for admission under the Visa Waiver Pilot Program (VWPP).

The 29 VWPP designated countries are: Andorra, Argentina, Australia, Austria, Belgium, Brunei, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Japan, Liechtenstein, Luxembourg, Monaco, Netherlands, New Zealand, Norway, San Marino, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Portugal, Singapore and Uruguay.



## AWARD WINNING INS WEB SITE IN HIGH DEMAND



A report on the award-winning Immigration and Naturalization (INS) Web site for the first six months of Fiscal Year 2000

confirms that the site is becoming one of the hottest in government. In March 2000, an average of more than 27,000 users each weekday stayed on the INS Web site an average of 18.5 minutes per visit – up from 13,400 per weekday just over one year ago.

The data shows that users, nearly 4 million in six months, found the recently overhauled Web site offers a wealth of immigration-related information. They also downloaded nearly 2.5 million INS forms.

The INS' objective is to make its site at [www.ins.usdoj.gov](http://www.ins.usdoj.gov), the first stop for people who need timely and accurate immigration information and forms.

INS Online has received awards for design, content, and several of its special features. The History, Genealogy and Education section won the Family Favorites Award from Ancestry.com and was a featured Research Site of the Month on AOL's Government Guide. In March, USA Today featured the INS Web site as a

"Best Bet for Educators" and has recognized the site for its "exceptional

graphics as well as unique and interesting content.

INS customers can avoid time-consuming calls, letter writing or visits to INS offices for basic immigration information and forms, resulting in better, quicker service and it's all only a click away.



## NEW PHONE SYSTEM FOR INS

**1-800-375-5283**



The National Customer Service Center (NCSC) became operational

nation-wide on December 27<sup>th</sup>. This new system is designed to avoid the lengthy electronic messages used in the past.

The menu is brief and informs a caller to choose the option of speaking to a live person by pressing "9".

Although the automated system is available 24 hours a day, **live assistance is available Monday through Friday from 8:00 a.m. until 6:00 p.m..**

## INS IMPROVES ACCESS

Several years ago, the only sure way to get a question answered was to visit the office. Backlogs in responding to correspondence and a phone system that didn't always work were two major contributors to the difficulty customers encountered when trying to get in touch with the INS.

Luckily, service has been greatly improved. Need a form to file an application? Visit the web site at [www.ins.usdoj.gov](http://www.ins.usdoj.gov). Want information on your application filed with the Seattle District? Send it via fax (206) 553-5014 to the Special Inquiries Unit. Want to know how to bring a relative? Call the new toll free number at 1-800-375-5283. And don't forget, you can also get questions answered on the Internet at [seains@aolcom](mailto:seains@aolcom).

In addition to the varied methods of obtaining information, there are other offices one can visit besides the Seattle District office.

Although interviews are not conducted at these locations, the satellite office locations will provide general information. These offices are located at:

Blakemoore House  
10001 NE 4<sup>th</sup> St., 3<sup>rd</sup> Floor  
Bellevue, WA 98004  
Open only Monday, Tuesday and  
Thursday 8:00 4:00 pm

Federal Building  
104 Magnolia, #201  
Bellingham, WA 98225  
Open Monday through Thursday  
8:00 a.m. – 4:00 pm

World Trade Center Bldg.  
3600 Port Tacoma Rd. #108  
Tacoma, WA 98424  
Open Monday, Wednesday &  
Thursday 8:00 – 4:00 pm



THE LINK is produced by the Public Affairs and Congressional Unit of the INS Seattle District. Comments, suggestions and your questions are welcome and should be directed to Irene Mortensen at Fax (206) 553-4182 or email to [Irene.Mortensen@usdoj.gov](mailto:Irene.Mortensen@usdoj.gov)